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| PCCG-2023-037 | Police and Crime Commissioner for Gwent Decision |
| Subject | Complaints File Inspection for 1st October 2022 to 31st March 2023 |
| Summary | To record the decision of the Police and Crime Commissioner regarding the monitoring of complaints where Police Officers or Police Staff members have been subject of a complaint. |

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| **Police and Crime Commissioner for Gwent Decision** |

**DECISION**

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| 1. | There is a statutory requirement for police and crime commissioners (PCC) to monitor complaints against officers and staff within the force under the Police Reform and Social Responsibility Act (PRSRA) 2011. The role of the PCC is to ensure the correct process has been followed in relation to complaints made; the PCC is not able to question or request amendment to the outcome of the complaint. |
| 2. | An inspection of a random selection of Gwent Police’s Professional Standards Department (PSD) complaint files closed between the 1st Oct 2022 and 31st March 2023 was undertaken by the Head of Assurance and Compliance and the Governance Officer. The files were inspected in an electronic format on the Centurion System. The complaint files inspected were related to schedule 3 complaints only.  |
| 3. | Feedback from this dip sample was provided to PSD in relation to the reflective practice process. Despite numerous attempts to obtain a completed form from the line manager one wasn’t received and we queried if this should have then been escalated. We were advised by PSD that a new process had been implemented to escalate after two requests have been made to ensure the required documentation is completed and returned.  |
| 4. | I am satisfied that the complaints examined from members of the public against Police Officers or Staff Members of Gwent Police have been properly dealt with by the Chief Constable.  |

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| Jeff Cuthbert B.SC., MDIPD, Police and Crime Commissioner for Gwent |
| I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with my code of conduct. Any such interests are recorded below.The above request has my approval. |
| Signed |
| Date02.04.2024 |

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| Contact Officer |  |
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| Background papers | None |